

EXAMPLE OF STATÉGIC MAP AT WORK.....

D1: Building Awareness of Public Health Value

C2: Address Quality of Care Issues and Public Health Risks

C4: Provide a Safety Net of Services and Community Support

If you had children one of the most traumatic things you ever had to do is leave them at daycare for the first time. You really don't know whether they will be safe away from you out of your line of sight. As you drive away from the daycare facility you take one last look in the rearview mirror and question your decision to leave the most precious thing to you in the world in the hands of strangers.

Now close your eyes for a moment and fast forward 50-60 years. Are you there?

Now you are the one that has to leave one of your parents, your father, with strangers. A facility that you've been to and are comfortable with the staff and the food are great but you are still afraid and unsure even though you've spent hours on AZ Care Check. With tears in your eyes you express your anxiety to your father. He says "I will be alright."

But he's your father, a man that lost a leg in the Vietnam War and was still able to raise six kids, send all six to college, despite all the hard work and the ups and downs of the farm.

As you pull into the facility, your father squeezes your hand one last time and again says "I will be alright."

You get him settled in his room with family pictures, the old John Deer baseball hat he was never without. The quilt you made for him for his bed. He smiles at you and you quickly depart before the tears start again.

As you are driving away from the facility for the long trip back to Colorado you look in the rearview mirror one last time and hear his voice saying again "I will be alright," and you say a little prayer that he will.

The following Monday you call the facility and speak with a caregiver who can't seem to locate your dad. You panic and begin to scream into the phone. "What!" "What do you mean?" You immediately call your older brother who suggests calling ADHS and the Surveyor of the Day (SOD). You dial the number and a pleasant and calm person from ADHS states, "can I help you?" You explain the situation and they say they will input it as a complaint and immediately assign it to a member of their OALL Complaint Team. Fifteen minutes later your call is returned and on the other end of the phone a State Surveyor who says that they are on their way to conduct an on-site visit. In their voice you hear not only your same concerns, but a passion for what they are doing. The Surveyor states "I will call you as soon as I know something." The clock in your kitchen ticks slowly but it sounds like a bass drum as each second passes until thirty minutes later the phone rings and it is the State Surveyor you spoke with earlier telling you that they have found your father, and that he had got out of the Dementia Unit by following behind a visitor.

You can't stop crying, and on the phone you hear your father's voice again "I will be alright."

This is just one of numerous actions that licensing handles on a daily basis. They respond not because it is their job, but because they are passionate and always professional in ensuring the health and safety of all residents residing in licensed care facilities throughout Arizona.